

**ORGANIZATIONAL COMMITMENT ON INFORMATION TECHNOLOGY
AT THE STATE SECRETARY OFFICE OF PERLIS**

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AT THE STATE SECRETARY OFFICE OF PERLIS

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A thesis submitted to the Graduate School in partial fulfillment of the
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ABSTRACT

Information Technology (IT) has been extensively used by the Government to support its services to the public across a wide spectrum of government functions. Often, the public is unaware that IT is working 'behind the scene' to deliver these services. Nevertheless, the public has benefited from increased efficiency in the use of IT, for example, faster renewal of road tax or driving license and greater convenience in paying various utility bills at One-stop Payment Centers. The significance of modern information technology to good governance and public administration is apparent as well. Taking advantage of modern information technology to improve the quality and effectiveness of government's programs and services has been placed in a premium in many countries. It is believed that services could be delivered more easily and at less cost. In fact, effective and intelligent use of information technology has been an essential component of modern public administration. For that reason, we are try to interview with CEO Perlis State Information Technology Department to get a explanation about organization commitment on IT in Perlis State Secretary. We are also do the survey for 369 respondents of staff in Perlis State Secretary for support the research. In the question we are try to got they commitment and leader or top management commitment on IT application.

ABSTRAK

Teknologi Maklumat (IT) telah digunakan secara meluas oleh pihak kerajaan di dalam menyokong fungsi perkhidmatannya kepada awam dan juga memperluaskan fungsinya. Sering kali kita melihat orang awam tidak meyedari bahawa IT yang membantu memberikan perkhidmatan yang terbaik kepada mereka. Memang tidak dapat dinafikan, bahawa orang awam memperolehi kebaikan daripada peningkatan kecekapan penggunaan IT ini. Sebagai contohnya kecepatan mempabaruhi cukai jalan atau lesen memandu dan kemudahan yang baik untuk membayar bil di One Stop Payment Center. Kemodenan IT dengan jelas memberikan impak yang baik kepada kerajaan dan pengurusan awam. Dengan mengambil peluang peningkatan IT ini untuk mempertingkatkan kualiti dan kecekapan kerajaan, banyak negara telah meletakkan langkah ini sebagai yang paling utama. Ini adalah kerana penggunaan IT akan membuatkan sesuatu kerja menjadi lebih senang dan mengurangkan kos. Secara realitinya, kecekapan dan kebijaksanaan menggunakan IT adalah menjadi satu kompenen keperluan untuk mejadikan pentadbiran awam yang moden. Dengan kesedaran itulah, kami telah menemurah dengan CEO Bahagian Teknologi Maklumat Kerajaan Negeri Perlis, untuk memdapatkan penjelasan mengenai komitmen organisasi terhadap IT di Setiausaha Kerajaan Negeri Perlis. Kami juga telah membuat kajian terhadap 369 orang responden di kalangan staf untuk menyokong kajian kami. Di dalam soalan-soalan kajian ini kami telah cuba mendapatkan mengenai komitmen mereka dan juga orang atasan di dalam penggunaan IT di organisasi ini.

DEDICATION

To my beloved wife, Sarina binti Hj. Shuib, and my children, Muhammad Afiq, Nur Afiqah, Muhammad ‘Adli and Muhammad Arman, my late father Haji Wan Sulaiman bin Wan Alang, my mother Hajjah Chik binti Saad and the rest of my family as well as my lecturers, colleagues and finally to all my staff in State Development of Perlis who had always encourage me to achieve my best.

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CHAPTER 1

INTRODUCTION

1.1 Background of the Project Paper

At the early stage of computer application in government, computing power was largely concentrated at the operational level, for example data processing (DP), the first computer payroll systems deployed in 1954. The applications development were then directed towards support of administration and management involving decision-making of authority (Thomas, 1993). The management information system (MIS) and decision-making support system (DSS) are example of the application development that are still popular until now.

Before 1980s, many governments have been making an effort on computerizing their business process, i.e using computers to automate or aid business activities as much as possible. Since the early nineties, there are two significant developments taking place in the use of information technology. Firstly computers are crowding into millions of families and secondly the emergence and development of the internet and intranet technology.

The former implies that the role of the computer in human society has been extended dramatically – not only as computing power and information processing within the institutions and enterprises but also within the home system for information retrieval

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